

DENISE CHAMBERS

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BUSINESS ANALYST

Computer science expert with 20+ years of business analysis and business process improvement.

- Team player with excellent verbal and written communication and analytical skills
- Excellent attention to detail
- Strong organizational and mentoring skills.
- Ability to develop strong client relationships.
- Experienced facilitator.
- Strategic problem solving with proven leadership and decision making abilities.
- Strong Project Management skill.
- Ability to plan, organize and supervise the work of others.
- Advanced Computer Literacy –including Microsoft Office, Oracle and Kofax MarkView.

PROFESSIONAL EXPERIENCE

Broadridge

Business Analyst

Coppell, TX

2007 - Present

- Prepare/manage annual budgets, quarterly and monthly financials, ad-hoc analysis.
- Analyze and report finance results and explain variances when applicable.
- Reconcile monthly postage and presort expenses.
- Review and prepare vendor statement reconciliations.
- Develop detailed spreadsheets to identify trends.
- Collaborate with Corporate Finance to resolve financial variances at month-end close.

ADP Brokerage Services

Output Services Supervisor

Dallas, TX

2001 - 2007

- Managed Data Center Print and Insert operations.
- Conducted account status meetings with Output Services Management teams.
- Delivered performance and corrective reviews.
- Prioritized and assigned production workflow across multiple departments.
- Trained and mentored associates.

IBM Global Services

Problem Management Coordinator

Dallas, TX

1997 - 2001

- Created customized Problem and Change Management reports.
- Created desk level and procedural documentation per customer business requirements.
- Trained associates on using the problem tracking tool; INFOMAN.
- Partnered with developers to migrate problem/change disciplines into online support.

Advantis

Customer Support Executive

Dallas, TX

1992 -1997

- Partnered with Marketing to create RFPs in support of new business opportunities.
- Managed complex customer mailing specifications, liaised for mailing issues.
- Interfaced with customers to develop organizational strategies, operational efficiencies, and proposed increased technical efficiency and profitability.

EDUCATION

- MBA GPA 3.67
(Concentration - Project Management)
Dallas Baptist University, Dallas, Texas - 2009
- Master of Arts in Management GPA 3.80
(Concentration - Conflict Resolution)
Dallas Baptist University, Dallas, Texas - 2006
- Bachelor's Degree Business Management GPA 3.27
Northwood University, Cedar Hill, Texas - 2004

CERTIFICATION/LICENSURE

- Leading a Non-Profit Organization
- Family and Business Mediation (Texas)

LEADERSHIP/VOLUNTEERING/COMMUNITY

- Facilitate Financial Literacy classes at Mountain View College and the Women in Need of Generous Support (WiNGS) center for Women and Families in Dallas, TX.
- Facilitate Women in IT Program to 7 - 12 grade girls at various ISD's in North Texas.
- Participate on the Broadridge Volunteer Leadership Council.
- Coordinate volunteer events for Broadridge in Coppell, Texas.
- Published Author - In Her Shoes: Stories of Hope & Encouragement From Overcomers.